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ABSTRACT

Data from the interlibrary loan lending office files at the University of California, Berkeley for 1971-1972 were examined in order to determine the pattern of interlibrary loan traffic with other University of California and California State Universities and Colleges (CSUC) in Northern California. Turnaround time for the average Sacramento State College request to Berkeley was more than 20 days. Other CSUC campuses had similar delays for comparable processing intervals. These results indicate a need for significant changes in current interlibrary loan procedures before the implementation of a dedicated interlibrary loan delivery system based on a 24-hour turnaround time. (Author/PF)

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INTERLIBRARY LOAN TURNAROUND TIME: A STUDY OF PERFORMANCE CHARACTERISTICS OF THE UNIVERSITY OF CALIFORNIA, BERKELEY INTERLIBRARY LOAN LENDING OPERATION

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ABSTRACT

Data from the interlibrary loan lending office files at the University of California, Berkeley for 1971-72 were examined in order to determine the pattern of ILL traffic with other University of California and California State Colleges and Universities in Northern California. Turnaround time for the average Sacramento State request to Berkeley was more than 20 days. Other CSUC campuses had similar delays for comparable processing intervals. The results were significant since this study forms one step in the process of testing the feasibility of a dedicated interlibrary loan delivery system based on a twenty-four hour turnaround time.

ACKNOWLEDGEMENTS

Permission to examine the interlibrary loan lending files at Sacramento State College was granted by Gordon Martin, Library Director. Mrs. L. Matsumoto, now Assistant Head of the Interlibrary Loan Department, extended similar permission to examine the files at the University of California, Berkeley. I would like to acknowledge their helpfulness and that of their respective staffs. Special thanks are also due to Donald Williams, Head of the Berkeley Interlibrary Loan Department and to his staff for their help in collecting the data pertaining to Interval E.

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INTRODUCTION

The State of California has been making a concerted effort to provide greater access to state, tax-supported, information services. Two specialized efforts for achieving improved access are the University of California Union Catalog Supplement (UCUCS) and the University of California Union List of Serials (UCULS) under the aegis of the University-wide Library Automation Project's BibCenter. Another less specialized effort is evolving in the area of interlibrary loan (ILL). Low-use library collections suggest untapped resources. ILL grants our tax dollars an increased utility by matching a patron at a distant campus with needed resources on another campus. In a 1967 interlibrary cooperation study, Swank (10) states, "The ultimate criterion of value to the reader is not the size or quality of the local library collection, however important they may be; it is the service he actually receives in terms of the delivery of books and information, regardless of where or how the library gets them" (p. 49). Unfortunately, there is a pronounced gap between potential and actual service. This gap has prompted many ILL studies.

The impetus for this study has been provided by the California Department of Finance, Program Review Branch, Audits Division 1973 Report entitled Library Cooperation: A Systems Approach to Inter-institutional Resource Utilization. Two major recommendations of this report are (a) a "two regional intersegmental consortia for library cooperation (one for Northern California and one for Southern California)

including all UC and CSUC campuses except Humboldt, Bakersfield, and San Luis Obispo" be established; and (b) a dedicated interlibrary loan delivery system be funded to provide twenty-four hour turnaround time for all ILL requests among the UC and CSUC campuses.

The purpose of this study is to ascertain the performance characteristics of the present ILL network in Northern California. The study forms one step in the process of testing the feasibility of a dedicated interlibrary loan delivery system based on a twenty-four hour turnaround time.

DATA COLLECTION AND SAMPLE SIZES

For this study records on file in the University of California, Berkeley ILL (Lending) office were analyzed in order to determine ILL processing intervals between Berkeley and all CSUC and UC campuses in Northern California. Hayward State and San Francisco State are within Berkeley's Direct Borrowing Area and are therefore exempted from the sample. The records analyzed cover the period from July 1, 1971 to June 30, 1972. Five different processing intervals are used, which are as follows:

1. Interval A - interval between the patron filling out the interlibrary loan request form and the librarian typing out the request on the ALA-approved form.
2. Interval B - interval between the librarian typing out the request on the ALA-approved form and the receipt of this form at Berkeley.
3. Interval C - interval between receipt of ALA-approved form at Berkeley and shipment of requested material(s) from Berkeley (dispatch of notice of inability to deliver is also included in this category.
4. Interval D - interval between shipment of requested material(s) from Berkeley and receipt of same at borrowing library.
5. Interval E - interval between patron notification of receipt of material requested and pickup by patron.

Examination of Berkeley's lending records determined Intervals B and C for all campuses. In order to gather data on Intervals A and D, ILL records at Sacramento State were examined for all requests made to Berkeley during 1971-72. This allowed a complete reconstruction to be made of turnaround time for all Sacramento State ILL requests to Berkeley during the period studied (see Figure 1). Sacramento State was the only campus for which an Interval A thru D sample was compiled. Interval E was examined by means of a small-scale study conducted at the Berkeley ILL (Borrowing) office.

The entire population of ILL records was examined for both Sacramento and San Jose. After collating these results a decision was made to extend the coverage to all CSUC campuses in Northern California in order to determine the comparability of the data on a system-wide basis. A 20% sample, i.e., every fifth ALA request form, was accordingly taken for Chico, Fresno, Sonoma and Stanislaus. The sample size for UC Davis, Santa Cruz and San Francisco was 5 percent. Every twentieth ALA request form was included in the sample; however, in the case of Davis only the first 2,260 ILL records were examined.

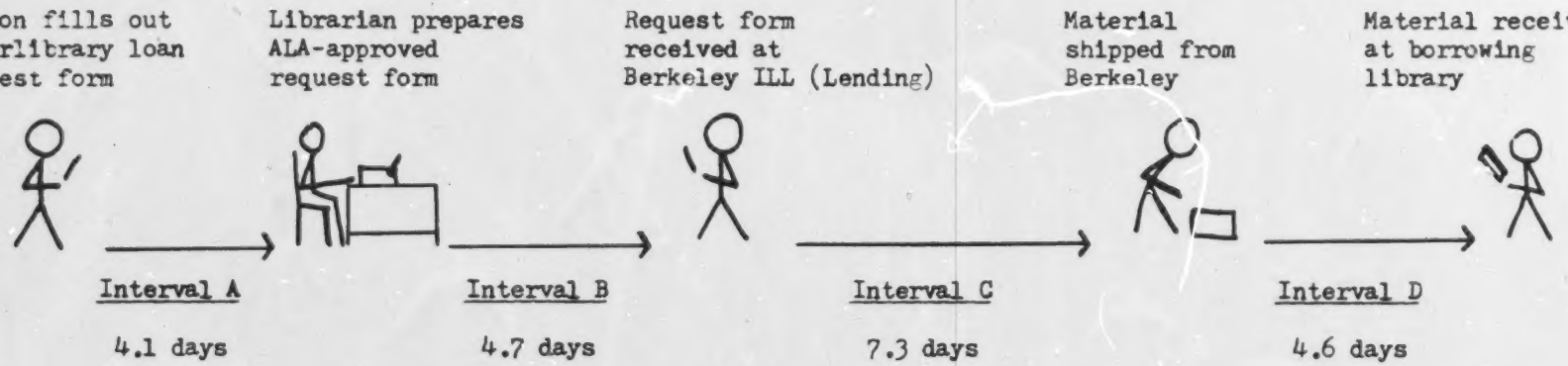
Table 1 shows the sample size for all the libraries included in the study. Incomplete data on the ALA form and the patron request form contributed to the variation between the number of ILL requests sampled and the number of ILL requests listed under the various intervals. The use of photocopying also contributed to this variation. Because requests requiring photocopying are not stamped with the date they are shipped

from Berkeley, use of the ALA form is incapable of completing the data for Interval C on this type of request. After being verified by Berkeley ILL (Lending), requests to photocopy materials are sent to the Library Photographic Service. This department retrieves the item requested and then photocopies the desired pages. The Photographic Service reportedly processes these requests within 2 to 10 days. UC requests receive priority handling and are processed in 2 days. The UC campuses have a heavily-used photocopying subsidy program; nearly one half of ILL items requested by Davis were photocopied.

In addition to the data gathered on processing intervals, several other categories were established for the purpose of this study:

1. Location of requested material at Berkeley
   a. Main library
   b. Branch library
   c. Richmond storage;
2. ILL requests filled or unfilled;
3. Status of requester;
4. Language of item requested; and
5. Date of publication of item requested.

Figure 1: Breakdown into processing intervals for an interlibrary loan request from patron request to receipt of materials at the borrowing library and subsequent receipt by the patron. Example: mean intervals for Sacramento State requests to Berkeley ILL (Lending) in 1971-72.



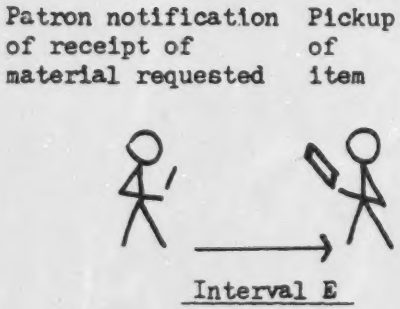


Table 1: Sample size by interval for all UC and CSUC campuses included in this study.

CSUC campuses	Total number of ILL requests for 1971-72	Number of ILL requests sampled	Interval A	Interval B	Interval C	Interval D
Sacramento	284	284	103	246	274	174
San Jose	246	246	-	236	238	-
Fresno	222	44	-	43	43	-
Chico	135	27	-	27	27	-
Sonoma	119	23	-	22	22	-
Stanislaus	95	19	-	19	19	-
Total	1101	643	103	593	623	174
UC campuses						
Davis	4320	113	-	113	67	-
Santa Cruz	1274	63	-	60	25	-
San Francisco	687	34	-	32	14	-
Total	6281	210	-	205	106	-

INTERVALS A through D

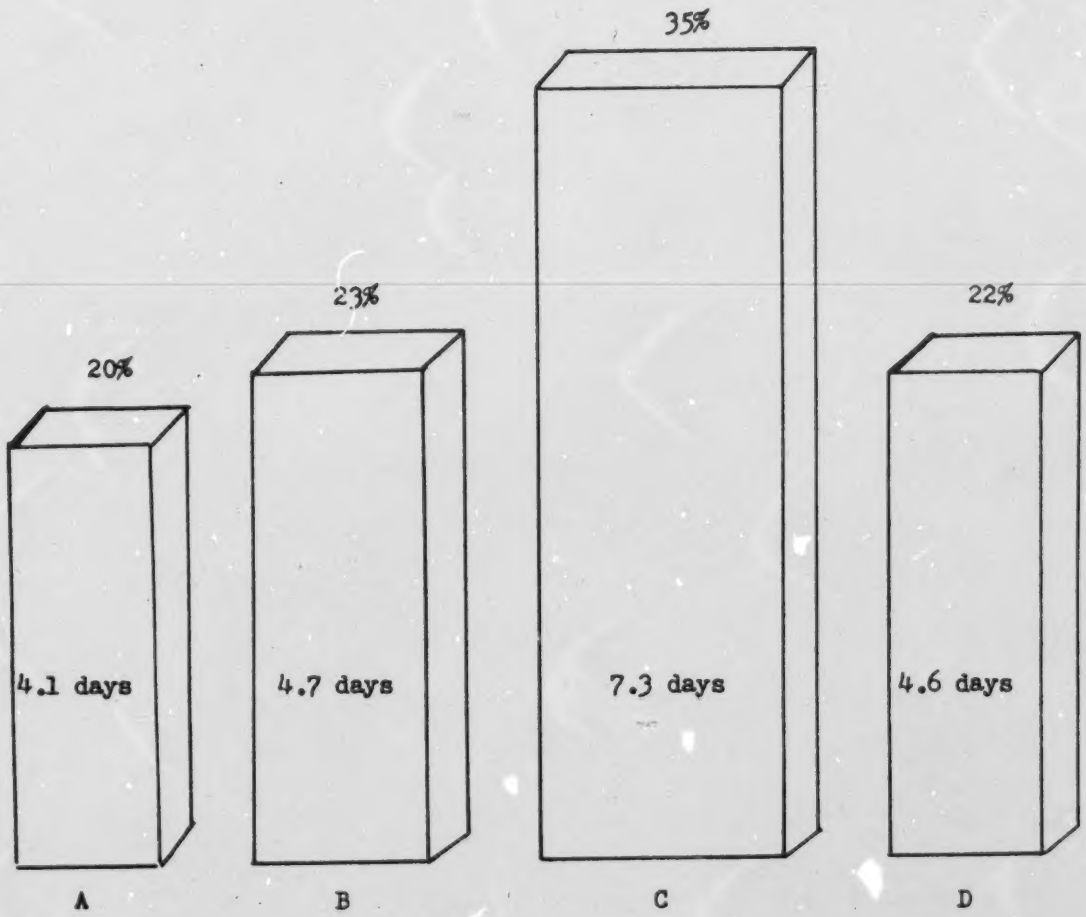
The estimated mean turnaround time for all requests made by Sacramento to Berkeley was 20.7 days (see Figure 2). Although the elapsed time may seem inordinately long, Nelson Associates (4) report a comparable elapsed time in their NYSILL (New York State Interlibrary Loan) study: "Overall, NYSILL requests average 19 days from initiation to receipt of material at an originating library" (p. xvii).

> In Progress and Problems of Pennsylvannia Libraries Martin (6) states that for filled requests the average time from request to delivery is 9 or 10 days. He notes that "these figures are fairly close to those found in New York and California" (p. 26).

Martin's statement is applicable only to the UC campuses, since they are aided (a) by a priority ranking which reduces processing time at the lending institution (Interval C) and (b) by jitney services which significantly speedup in-transit time (Intervals B and D). If the Sacramento experience (i.e., over 9 days for Intervals B and D combined) is representative, reliance by the CSUC campuses on mail deliveries creates burdensome delays.

Two studies previously conducted of ILL activities between Berkeley and other UC campuses differ from the present study due to variations in definition, i.e., whereas the current data are based on a seven day week, the earlier studies use a five day work week. Nevertheless, the information which these studies uncovered is useful and differences in methodology do not mar its usefulness.

Figure 2: Mean processing time in days and percentage of total turnaround time for each interval (A-D) on all ILL requests made by Sacramento State to Berkeley 1971-72.



A Interval between the patron filling out the ILL request form and the librarian typing out the request on ALA-approved form.

B Interval between the librarian typing out the request on ALA-approved form and the receipt of this form at Berkeley ILL (Lending).

C Interval between receipt of ALA-approved form at Berkeley ILL (Lending) and shipment of requested material(s) from Berkeley - notices of inability to deliver are also included in this category.

D Interval between shipment of requested material(s) from Berkeley and receipt of same at borrowing library.

Cartwright and Shoffner (2) in A Proposed System for Intercampus Circulation reported their findings on "time delays involved in intercampus loans." All UC campuses except Irvine and Riverside were included. The sample was taken during fiscal years 1965-67. The "number of work days between patron's request and borrowing library's receipt of materials was 5 days for 50 percent of materials. Approximately 90 percent of all materials were received within 12 work days."

Bates and Shoffner (1) studied ILL transactions between Berkeley (Lending) and three borrowing libraries. They found that "at the borrower's campuses taken together the mean delay time was 7.26 working days and the median approximately 6.5 days." They sampled 523 requests. Delay time was measured from the date on the ALA form to the date of receipt by the borrowing library:

	Mean
Davis	5.4 days
Santa Cruz	4.1 days
San Francisco	8.4 days

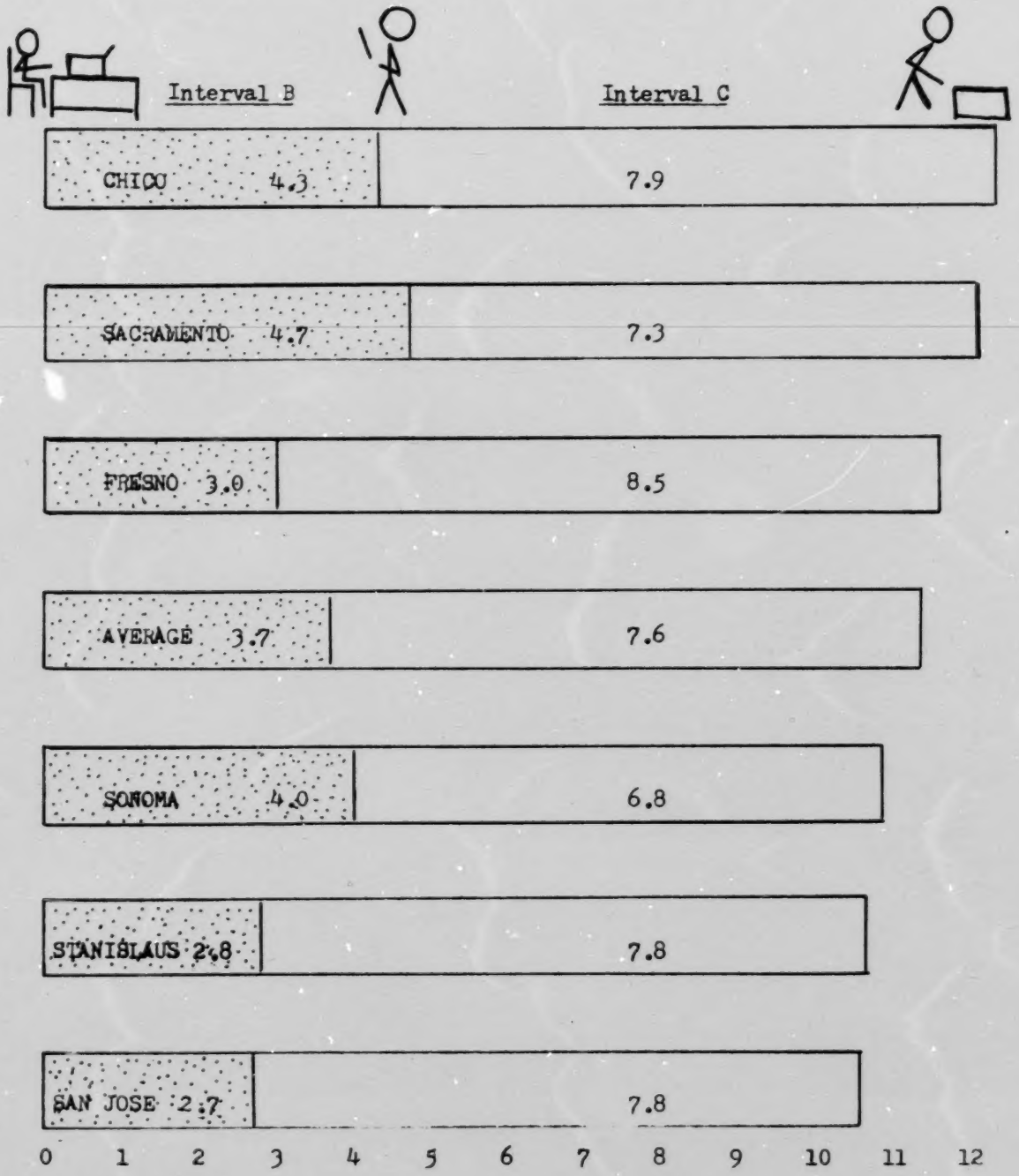
INTERVAL A

Sacramento was the only library sampled to determine Interval A. Its elapsed time for this interval was 4.1 days (see Figure 2). Understaffing may be one explanation for the delay; the ILL staff at Sacramento consists of one FTE and one half-time student assistant. Sacramento (8) processed a total of 3,659 ILL requests during 1971-72.

INTERVAL B

Interval B for the CSUC campuses ranged from 2.7 days at San Jose to 4.7 days at Sacramento (see Figure 3). Data from the Sacramento sample indicate that in-transit time (Intervals B and D) accounted for 45% of the turnaround time for ILL borrowing requests to Berkeley.

Figure 3: Comparison of average processing times in days for Interval B and C for ILL requests from the CSUC campuses to Berkeley ILL (Lending) 1971-72



i.e., 9.3 days out of 20.7 days (see Figure 2). This is a slight overstatement since Interval B also measures the period between (a) date typed and (b) date mailed to Berkeley. When the ALA request form is not mailed on the day typed, the actual in-transit time must be adjusted downward.

The UC libraries sampled use jitney services to transport interlibrary loan requests and materials between campuses.[1] This factor considerably shortened Interval B:

Campus	Interval
Davis	1.9 days
Santa Cruz	1.9 days
San Francisco	2.9 days

INTERVAL C

Processing time at Berkeley (Lending):

CSUC campuses had an Interval C average of 7.6 days. The individual campus averages ranged from 6.8 days to 8.5 days (see Figure 3). Figure 4 depicts the percent of CSUC requests processed per day upon receipt at Berkeley. UC campuses had a collective average of 5.1 days for Interval C (see Table 2).[2] The discrepancy between the CSUC and UC systems is readily explainable - UC request receive priority at Berkeley.

---

1 A jitney is a small bus or an automobile that transports passengers over a given route or routes. The San Francisco link is less formal and more irregular than the Davis and Santa Cruz links which operate to Berkely on a fixed Monday through Saturday schedule.

2 More than half of all filled requests for the UC campuses were for photocopied materials. None of these requests are included in the data which comprise Interval C:

Borrowing Library	Total Requests 1971-72	Requests for Photocopied Materials - 1971-72
Davis	3931	1927
Santa Cruz	991	618
San Francisco	567	432

Figure 4: Elapsed time in days for Berkeley (Lending) to process its 1971-72 ILL requests from the CSUC campuses - Interval C. The right hand axis gives the percent of requests processed within "x" days of receipt, e.g., 25% of all requests were processed within approximately 4.2 days of receipt.

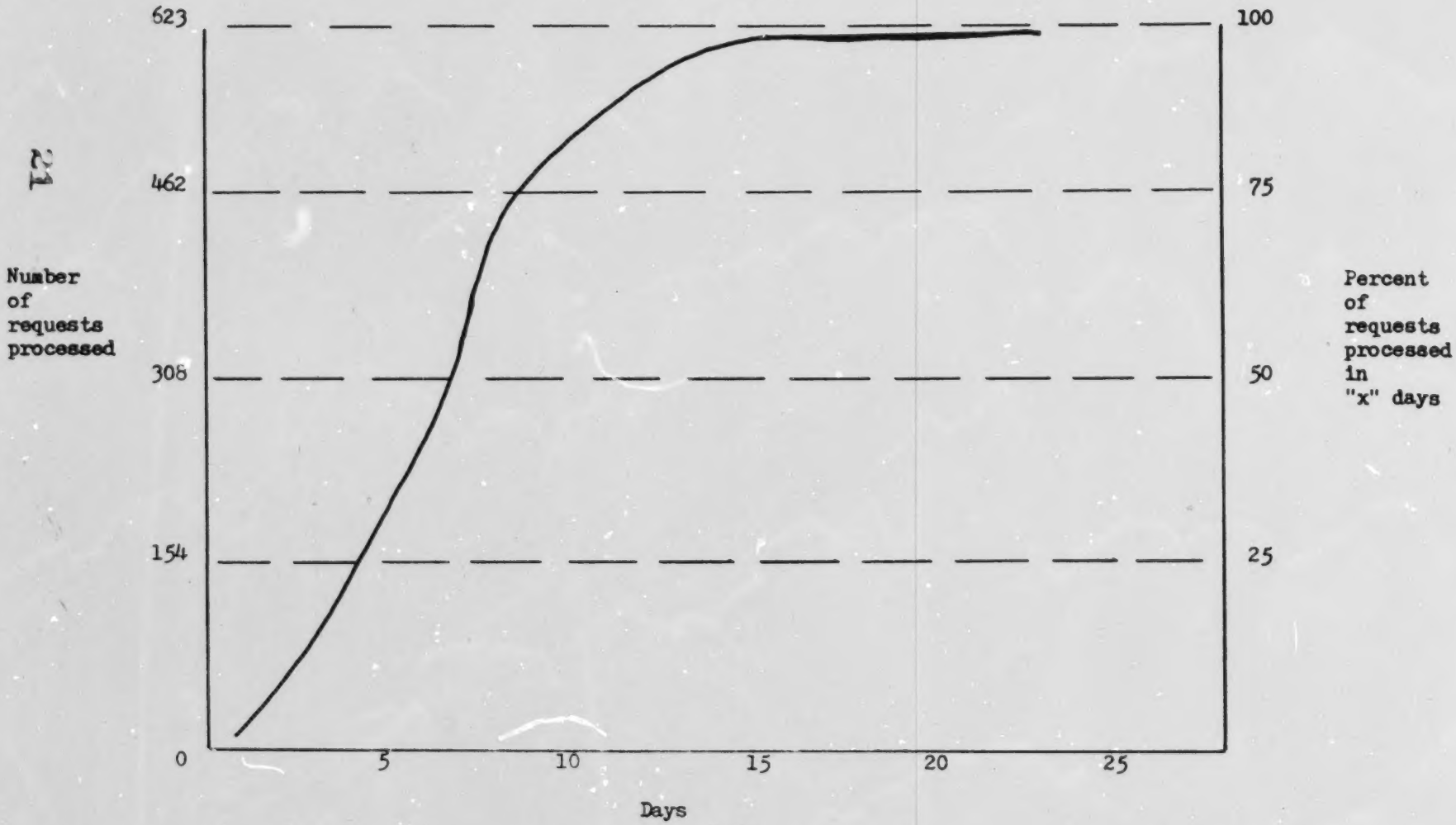


Table 2: Elapsed times for Intervals B, C and D for all sampled ILL requests made to Berkeley from the UC campuses in Northern California during 1971-1972.

Campus	Interval B	Interval C	Interval D*	Total
Davis	1.9 days	5.0 days	1.0 days	7.9 days
Santa Cruz	1.9 days	4.6 days	1.0 days	7.5 days
San Francisco	2.9 days	6.7 days	1.0 days	9.6 days

* Use of jitney services by the UC campuses sampled in this study allows one to make a fairly reliable assumption that Interval D for these campuses is approximately 1.0 days.

The elapsed times for Interval C are not atypical of those encountered in other systems.

> Palmour and Gray (7) in their study Costs and effectiveness of interlibrary loan and reference activities of resource libraries in Illinois report that "84% of all filled loan requests are processed and sent within five days after receipt" (p. 1).
>
> Nelson Associates (4) report that processing in the New York State NYSILL system takes approximately 5 days.

Main library or branch library at Berkeley:

The need to retrieve materials from branch libraries in order to fill requests increases Interval C processing time by 2 days per request (see Figure 5). The CSUC sample showed that a request for materials located in the branch library system increased overall processing time by 1.7 days. Among the UC requests sampled the increase was 2.1 days.

Approximately 18% of all CSUC requests were for materials located in the branch libraries. The percentage for UC requests was 41% (see Table 3). This difference is in part explainable by the fact that the bulk of the UC San Francisco requests were submitted by the Medical Center. These requests were primarily for scientific materials which are housed in the branch libraries.

Each day a page from Berkeley ILL (Lending) walks to the branch libraries carrying loan requests. If they are available, he retrieves the items from the shelf and checks them out. These items, however, are left at the branch. They are picked up later by the mailroom crew. This contributes to Interval C delay.

Figure 5: Comparison of mean processing time at Berkeley (Lending) by type of library - branch or main - for ILL requests from the CSUC campuses 1971-72.

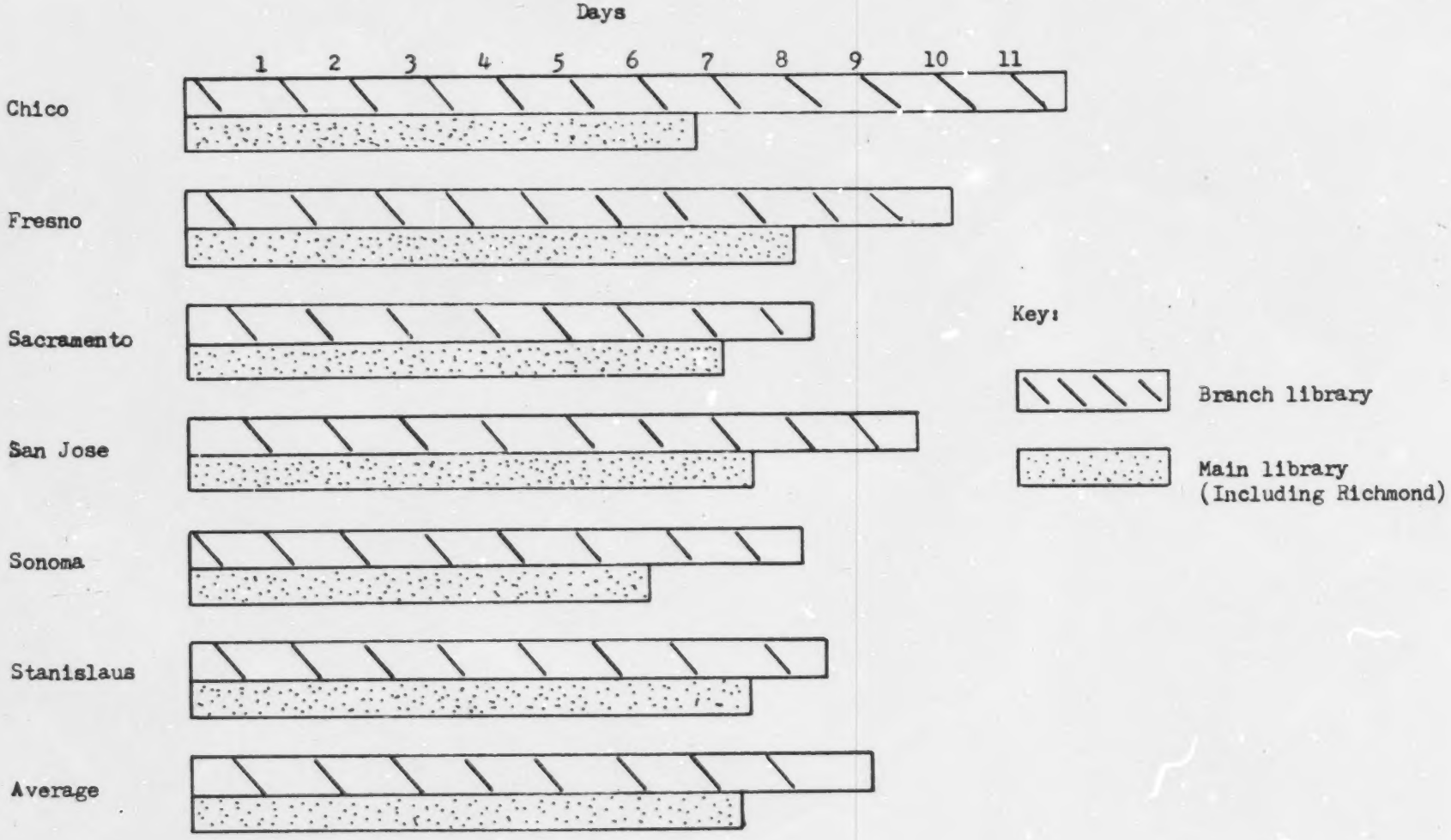


Table 3: Number and percent of UC requests received at Berkeley ILL (Lending) 1971-72 for materials from either the main library (including Richmond storage) or branch libraries.

UC Campus	Number of requests in sample	Main library #	Main library %	Branch libraries #	Branch libraries %	Total %
Davis	113	82	(73)	31	(27)	(100)
Santa Cruz	63	35	(56)	28	(44)	(100)
San Francisco	34	7	(21)	27	(79)	(100)
Total #	210	124	(59)	86	(41)	(100)

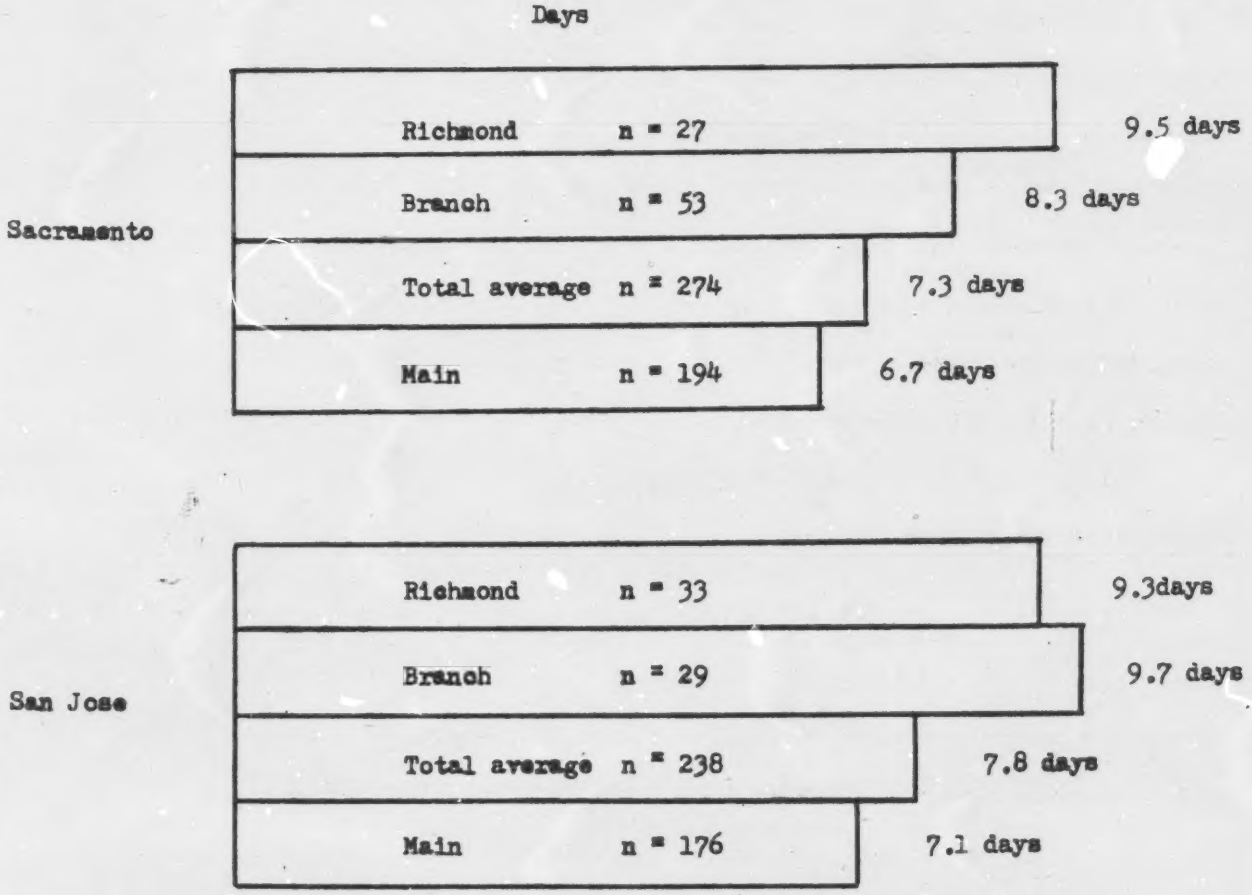
In their study of ILL activity at Berkeley 1965-67, Bates and Shoffner (1) found that less than 20 items were paged from the branch libraries per work day. Branch library traffic for UC and CSUC combined requests 1971-72 averaged less than 20 items. CSUC requests alone accounted for an average of only one item per work day.

Richmond storage:

Lack of sufficient on-campus storage space for library materials at Berkeley led to the acquisition of an off-campus storage facility. This facility is located in Richmond less than ten miles from the Berkeley campus. During the primary data collection phase of this study materials requested via ILL and retrieved from Richmond storage were included in the "main library" category. Only after this phase was completed did information become available which allowed a statistical distinction to be made between materials retrieved exclusively from the main library and those retrieved from Richmond.

All CSUC ILL records were reexamined. (1,101 ILL requests were made from the CSUC campuses to Berkeley in 1971-72.) Ten percent of the items requested had to be retrieved from Richmond. The combined CSUC Interval C average for materials retrieved from Richmond was 10 days. This exceeds by 2.4 days the overall Interval C average of 7.6 days, and by one day the average Interval C for branch library retrievals. A complete breakdown between main library, branch library and Richmond storage was achieved for Sacramento and San Jose requests to Berkeley (see Figure 6).

Figure 6: Comparison of average processing times in days for Interval C between Berkeley and Sacramento and San Jose for all ILL requests in 1971-72. Berkeley processing times broken down by main library, branch library and Richmond storage.



n = sample size

Of the UC campuses the entire Santa Cruz file for 1971-72 was reexamined. Interval C for Richmond storage items was 7 days (41 out of 1274 requests). Interval C for all Santa Cruz requests was 4.6 days. This 2.4 day difference corresponds with the CSUC finding cited in the preceding paragraph.

Berkeley mailroom:

The Berkeley mailroom ships an average of two bookcarts of ILL materials per day, i.e., 150-200 items excluding photocopied materials. A package is readied for shipment within 5 to 6 minutes. Photocopied materials require about 4 minutes to package. Materials are processed early in the morning for the 8:00 a.m. postal pickup and during the mind-afternoon for the 4:30 p.m. pickup.

According to the mailroom supervisor, materials are shipped the same day providing that they arrive in the mailroom from ILL (Lending) before 4:00 p.m. If materials arrive after this time on Friday, they are held over the weekend. Except in the foregoing instances, it is rare for materials to remain overnight.

Members of the mailroom staff bring all mail collected or held over the weekend to the main post office every Monday morning. In turn they receive weekend mail from the post office. This procedure speeds up the delivery process.

Items for Davis are put in special pouches in the mailroom. These pouches are picked up daily by the jitney driver. Santa Cruz items are left loose, and are picked up daily by the driver.

Teletype:

Although none of the campuses sampled in this study have teletype links with Berkeley ILL, a heavily utilized link connects Berkeley and UCLA. The teletyped requests contain less information than do the regular ALA forms. ILL librarians often find such requests more difficult to work with because of their size and format. To offset these Berkeley (Lending) staples the teletype request onto a blank ALA form, thereby standardizing the size for easy filing; and providing additional space in which to record information about status of request.

> In Thomson's sample (11) of 5,895 interlibrary loan requests there were 157 telegraph and teletype requests. The percentage filled rate for telegraph and teletype requests was much higher than for the sample as a whole. The Berkeley - UCLA link accounted for 143 of these requests.

One should not, however, conclude that this higher filled rate is due simply to the mode of communication. Other system factors are in all probability involved.

INTERVAL D

Examination of Sacramento's ILL records revealed that its Interval D with Berkeley ILL (Lending) was 4.6 days (see Figure 2).

INTERVAL E

Perusal of the Nelson Associates Study (4) of the NYSILL system led to the discovery that patron response to notification of receipt of

materials at the borrowing library could be of considerable duration. An average delay of 2.62 days is reported. In order to check the duration at a local library, a study was initiated in the Berkeley (Borrowing) section of ILL. The period covered was from February 7 to February 15, 1973. Exactly one hundred notifications were made during this period (see Table 4). The average elapsed time for Interval E was 3.6 days. This figure is conservative in that seven patrons neglected to act upon their notifications prior to the cutoff date.

ILL REQUESTS FILLED OR UNFILLED

Berkeley filled 72% of all CSUC ILL requests in 1971-72. The number of requests filled immediately was 62 percent. The remaining 10% are items which were initially unfilled, e.g., missing or in-use items, but which were delivered at a later date (see Table 5). The number of ILL requests sampled was 643 or 58% of all CSUC requests to Berkeley during 1971-72.

> In her 1970 study of ILL activities at eight prominent academic libraries (including Berkeley), Thomson (11) reported that 63.7% of all requests were filled. She sampled 5,895 ILL requests.
>
> Palmour and Gray (7) revealed that only 34% of all ILL requests in an Illinois network were filled. Of the unfilled requests 72% were not owned and 20.1% were in-use. This network handled over 100,000 ILL requests in 1971.
>
> Arthur McAnally (9) who chaired the recent ARL committee which issued A Study of the Characteristics, Costs, and Magnitude of Interlibrary Loans in Academic Libraries stated that "Of the loan requests received in academic libraries, about 71 percent were filled."

Table 4: Elapsed time for Interval E (patron notification to pickup) at UC, Berkeley ILL (Borrowing): Study conducted from February 7 thru February 15, 1973.

Elapsed Days	Mail Notification	Telephone Notification	Total
0	5	9	14
1	13	4	17
2	17	2	19
3	6	-	6
4	2	3	5
5	13	4	17
6	6	-	6
7	4	-	4
8	4	-	4
9	3	1	4
10	2	-	2
11	-	-	-
12	-	-	-
13	-	-	-
14	1	-	1
15	1	-	1
Totals	77	23	100
Average in days	4.0	2.1	3.6

Any patron who was notified during the period February 7-15 that his material was available in the ILL Borrowing office for pick up is included in this study. If the actual pickup was made after February 22, the cut-off date of February 22 is used to determine elapsed time. There were still 7 items still not picked up as of February 22.

Examples: Feb 7 to Feb 9 is counted as 2 days
Feb 7 to Feb 7 is counted as 0 days

Table 5: Number and percentage of filled versus unfilled ILL requests to Berkeley from the CSUC campuses in Northern California for 1971-72 (Hayward and San Francisco excluded).

Filled requests	Chico	Fresno	Sacramento	San Jose	Sonoma	Stanislaus	Total
Number	15	23	164	176	12	11	401
Percentage	(56)	(52)	(58)	(72)	(52)	(58)	(62)
Unfilled requests							
Number	12	21	120	70	11	8	242
Percentage	(44)	(48)	(42)	(28)	(48)	(42)	(38)
Total requests	27	44	284	246	23	19	643
Requests subsequently delivered from unfilled category	2	2	28	23	5	1	61
New filled requests							
New percentage	(63)	(57)	(68)	(81)	(74)	(63)	(72)
New unfilled requests							
New percentage	(37)	(43)	(32)	(19)	(26)	(37)	(28)
Total percentage	(100)	(100)	(100)	(100)	(100)	(100)	(100)

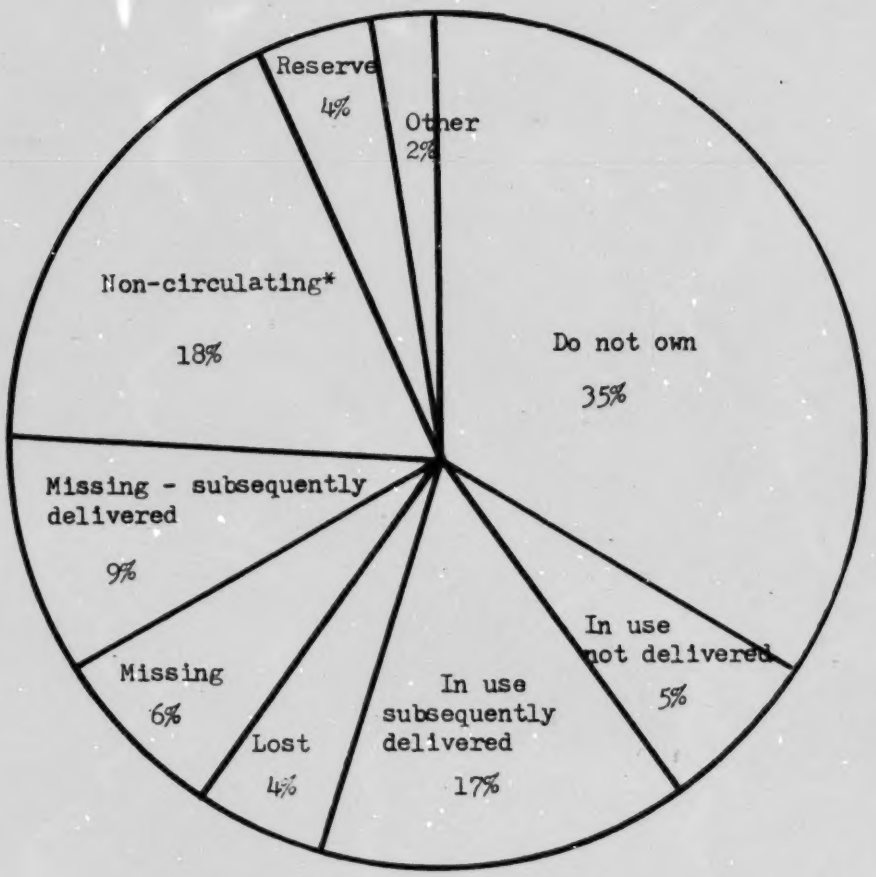
The CSUC sample showed that: (1) 35% of all unfilled requests were for items not owned by Berkeley; (2) 22% were for non-circulating materials including "Reserve"; (3) 22% were in-use; and (4) 19% were either missing or lost (see Figure 7).

Approximately 26% of all unfilled requests were for missing or in-use materials which were subsequently delivered. This represents 61 requests, or 10% of all CSUC requests sampled. It should be noted at this juncture that materials falling into this category take considerable time to deliver once the item is declared in-use or missing. The average delay was 23 days (see Figure 8 and Table 6). Close control over this category would be an essential part of any system dedicated to improving turnaround time. Assuredly, these are the kinds of delays which thoroughly distract the user.

STATUS OF REQUESTER

Table 7 lists the status of ILL requesters among the CSUC campuses. Approximately 62% of the ILL requests were from faculty members. Graduate students were the next largest category of user with 34 percent.

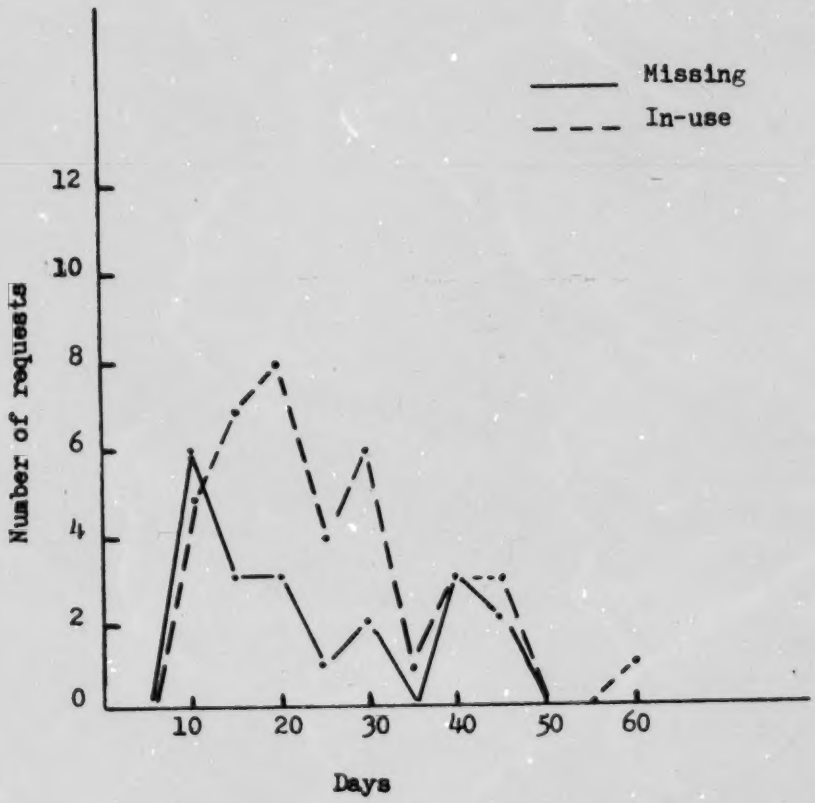
Figure7 : Percentage breakdown of unfilled requests among the CSUC campuses in Northern California for 1971-72 (Hayward and San Francisco excluded). (Sample size = 242).



* It is quite possible that the "non-circulating" category contains some "on reserve" items which were not so noted on the ALA request forms sampled.

Note: the Do not own category accounted for 13% of all requests, the Non-circulating category accounted for 7% of all requests, and the In use subsequently delivered category accounted for 6% of all requests (filled and unfilled).

Figure 8: Interval in days between notification that item is Missing or In-use and subsequent shipment to borrowing library for CSUC campuses on their requests to Berkeley 1971-72.



Number of requests are clustered by 5, e.g., all requests falling between 6 and 10 days are entered at day 10.

Table 6: Delays in notifying patron of status of request exceeding 11 days. Analysis of data in the original CSUC sample for all Interval C processing times exceeding 11 days without the patron being notified of the reason for the delay.

	Chico	Sonoma	Stanislaus	Fresno	San Jose	Sacramento
Size of Sample	27	23	19	44	246	284
Total Number of Delays	5	2	3	9	30	31
Breakdown of Delays						
Do not own	2	1	-	3	1	9
Missing	1	-	-	-	7	-
Non-Circulating ..	-	-	1	-	-	-
In use	-	-	-	-	3	1
Filled	2	1	2	6	18	21
Miscellaneous	-	-	-	-	1	-
Request for Branch Library	2	1	1	3	3	9

Table 7: Status of requester for all sampled ILL requests made to Berkeley from the CSUC campuses in Northern California in 1971-72 (Hayward and San Francisco excluded).

	Number Requested			
CSUC	Faculty	Graduate Students	Staff	Total
Stanislaus	19	-	-	19*
Chico	20	7	-	27
Sonoma	21	-	2	23
Fresno	37	7	-	44
San Jose	142	103	1	246
Sacramento	161	102	21	284
Total	400	219	24	643
Percent of Total	62.0	34.0	4.0	100.0

* A check of all ILL requests from Stanislaus to Berkeley in 1971-72 revealed that 86 were from Faculty, 8 Graduate Students and 1 Staff.

LANGUAGE OF ITEMS REQUESTED

No effort has been made in this study to determine if the language of the item requested affected the overall processing time. Thomson (11) states that differences in language had no effect on the various outcomes, e.g., filled versus unfilled ratios.

English language materials accounted for 74% of the total items requested by the CSUC campuses (see Table 8 for a breakdown by language).

> Cartwright and Shoffner's study (2) on intercampus circulation found that 59.8% of all requests were for English language publications.
>
> In Illinois, Palmour and Gray (7) ascertained that 90% of all requests were for English language materials. The Illinois network includes public as well as academic libraries.

DATE OF PUBLICATION OF ITEM REQUESTED

The general feeling among many ILL librarians is that an unwarranted number of requests are for recent publications, i.e., those issued within the past five years. ILL requests from the CSUC campuses to Berkeley do not follow this pattern (see Figure 9).

> In their study of UC lending patterns, Cartwright and Shoffner (2) found the year 1927 to be the mean publication date of items requested.
>
> In Thomson's Interlibrary loan involving academic libraries (11), it is noted that one half of requested items had publication dates between 1950-1965.

Since older books are more frequently stored in Richmond, the date of publication can have a definite effect on Interval C. The retrieval of materials from Richmond adds 2.4 days to the Interval C processing time.

Table 8: Breakdown by language of ILL material requested from Berkeley by the CSUC campuses in Northern California for 1971-72. (Hayward and San Francisco excluded).

	Number Requested						
CSUC	English	French	German	Russian	Spanish	Other	Total
Chico	20	3	-	2	1	1	27
Fresno	26	12	3	1	1	1	44
Sacramento	217	14	21	3	9	20	284
San Jose	175	8	23	4	26	10	246
Sonoma	21	-	2	-	-	-	23
Stanislaus	16	1	1	-	-	1	19
Total	475	38	50	10	37	33	643
Percent of Total	74.0	5.9	7.8	1.5	5.7	5.1	100.0

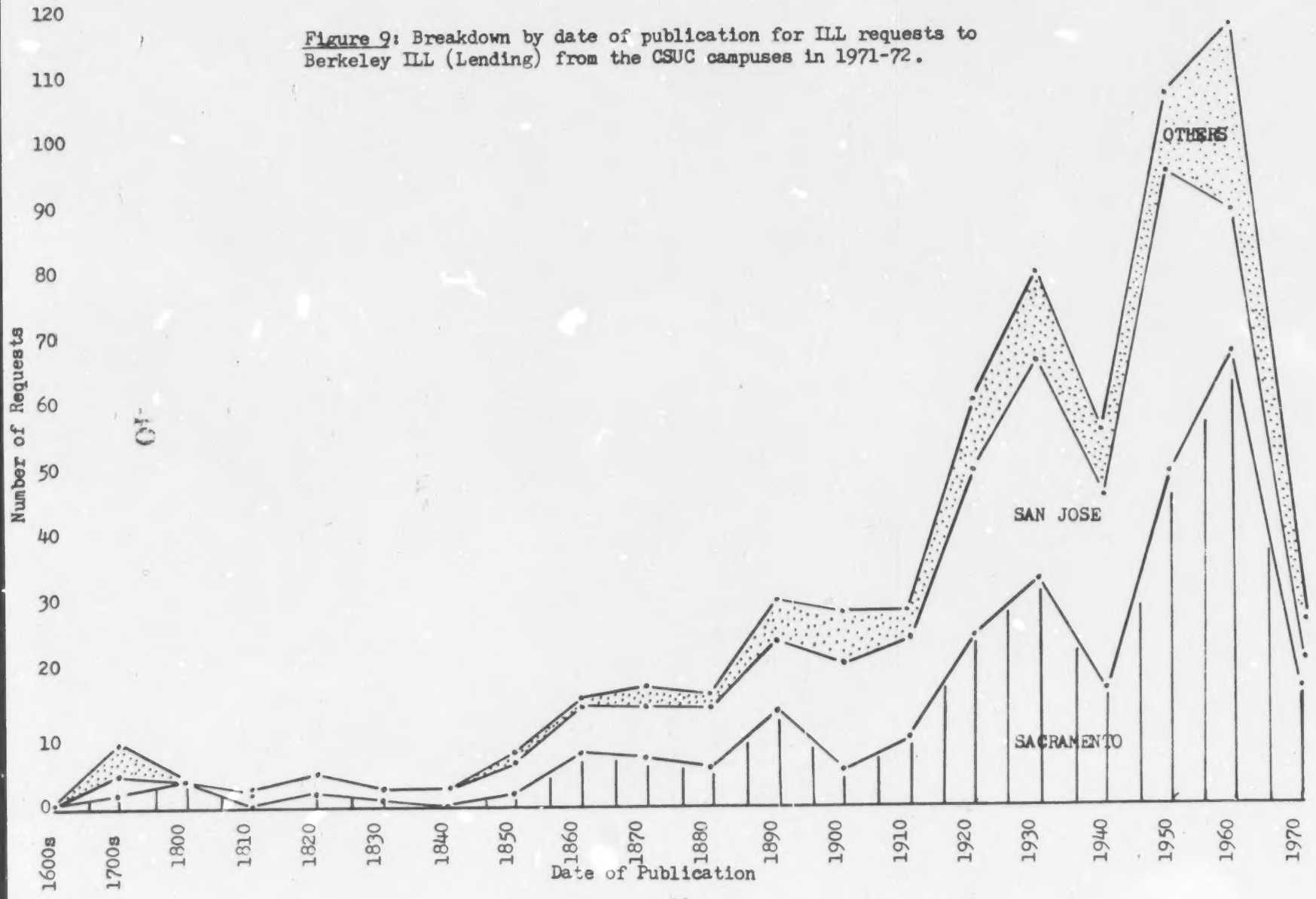


Figure 9: Breakdown by date of publication for ILL requests to Berkeley ILL (Lending) from the CSUC campuses in 1971-72.

CONCLUSION

Examination of the data uncovered in this study shows that significant changes in current interlibrary loan operating practices must be undertaken in the event that a dedicated delivery system is implemented. For a twenty-four hour turnaround time to be achieved changes in the modes of communication and transportation would be necessary as well as alteration in the priority now given to staffing arrangements for interlibrary loan operations. Extended in-transit times due to postal service delay and three or four day elapsed times for processing the initiating request at the borrowing institution would not be tolerated in the delivery system as conceived in the State Audits Division Report, Library Cooperation: A Systems Approach to Interinstitutional Resource Utilization.

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ILR-73-001 Todd, Judy, Summary Report of Student Studies of the Subject Headings Used in the University of California, Berkeley Subject Catalog (July 1973) 8 pp. (ERIC No. ED-082 775)

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ILR-73-003 Weeks, Kenneth, Determination of Pre-Acquisition Predictors of Book Use: Final Report (July 1973) 20 pp. (ERIC No. ED-082 776)

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